

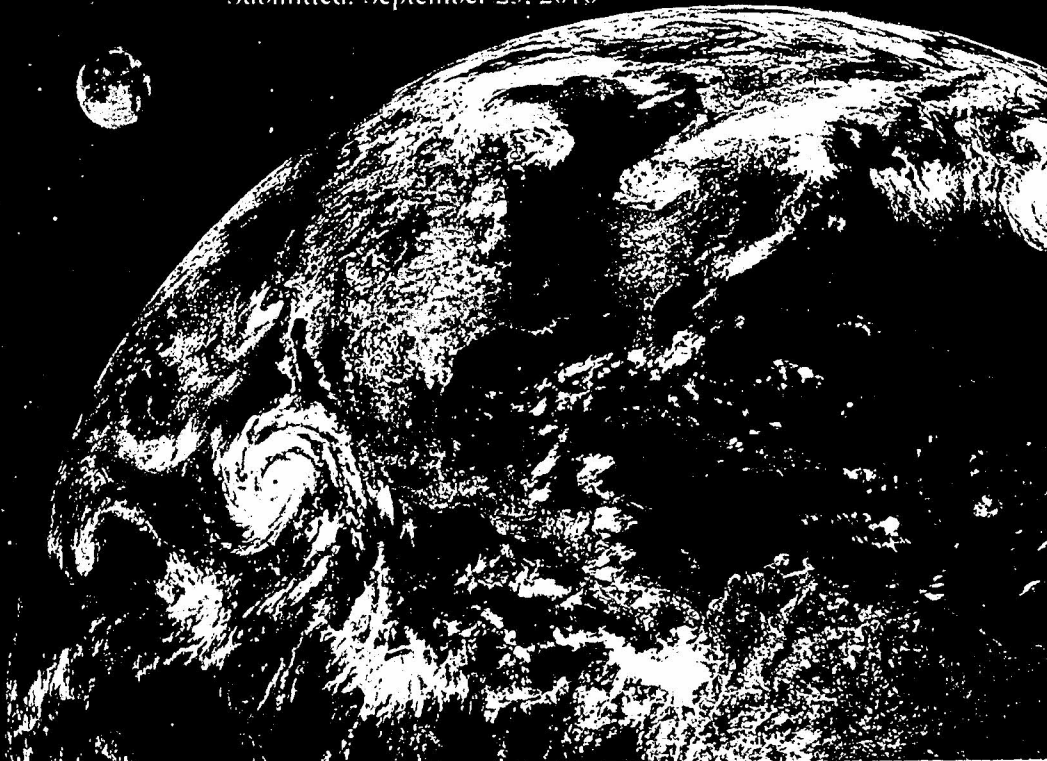


**Technical Response to the Environmental Protection Agency:  
"National Approach to Response Field Communications Workgroup  
Portable Satellite Units, Bandwidth, and Maintenance Services"  
Request for Proposal – # SOL-HQ-16-00004**

Prepared by:  
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Submitted: September 23, 2016



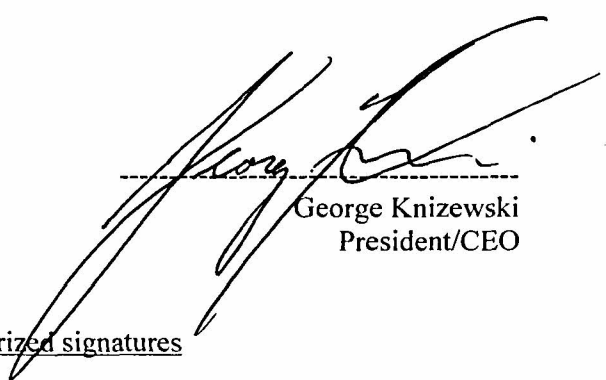
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We submit this proposal in response to the solicitation SOL-HQ-16-00004. Without exception, Knight Sky agrees to the terms and conditions stated in the solicitation and to furnish any or all items proposed here-in at the prices stated in the Cost Volume. Furthermore, we have reviewed our information in the SAM.gov database and it is current, accurate and complete.



George Knizewski  
President/CEO

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**SECTION E – PAST PERFORMANCE – (FACTOR 5)**

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Knight Sky LLC (Knight Sky) offers this Past Performance section, as part of our overall response to the EPA's "National Approach to Response Field Communications Workgroup Portable Satellite Units, Bandwidth, and Maintenance Services." As a small business awardee of the SATCOM II contract, the Commercial Satellite Solutions Small Business (CS2-SB) contract, and GSA Schedule 70, SIN 132-54 / 132-55, Knight Sky is intimately aware of the benefits and challenges of providing satellite communications for the Federal Government. We compliment the EPA for designating this effort for small business and, as a small business, present our demonstrated ability to meet the challenges requested to provide communications and maintenance services for this effort.

Knight Sky has built its business organically. Over the past 13 years Knight Sky has grown from a small home office to a 12,000 sq. ft. facility in Frederick, Maryland, which houses offices, a Research and Development (R&D) Laboratory, Integration and Testing Facility (I&T), and a 24x7x365 Network Operations Center (NOC). All services are fully equipped to meet DOD and NIST Information Assurance guidelines and standards for full scale design, installation, operations and maintenance of provisioning and supporting routine as well as emergency deployed satellite communications.

Our team has the experience, presence, and value added capability to ensure a best value solution for the EPA. Past performance is the single best way to evaluate the success of our company. Our staff brings individual strengths and experience to this effort. We have gained valuable experience performing the other contracts presented in this section, and will bring this experience to play in this effort. We are a low risk, best value for EPA and demonstrate this through our past performance.

**5.1 Experience and Past Performance**

Knight Sky has established a successful track record of serving high-value Government customers with a variety of services from satellite engineering subject matter expertise, test and evaluation of IP applications over satellite, certification testing, earth station design, installation and operations, SATCOM network design, subscription satellite services, and transponded bandwidth. These elements comprise our core services. We have grown our experience and company performing them across our contracts. Some of the customers we have served include:

- U.S. Army North (ARNORTH) \*\*
- National Oceanographic and Atmospheric Agency (NOAA) \*\*
- Department of Homeland Security (DHS) - Federal Protective Service \*\*
- U.S. Department of Agriculture – Forest Service (USDA-FS) \*\*
- U.S. Coast Guard (USCG)
- US Department of Health and Human Services - ASPR
- U.S. Army Program Executive Office Enterprise Information Systems (PEO EIS)
- Defense Information Systems Agency (DISA)
- National Guard Bureau Joint Chief Information Office (NGB-J6)
- Federal Emergency Management Agency (FEMA)
- U.S. Army PM Aviation Grey Eagle

(\*\* - indicates programs that are highlighted in Past Performance submissions, below)

A key factor to note is that many of our programs cited had been delivered previously by a large business, but were subsequently re-competed as small business set-asides. In every case, Knight Sky has delivered fully compliant services, and also fixed many pronounced performance or support issues that the previous



large business provider either could not or would not address. Knight Sky has become an intimate partner and consultative advisor to many of our customers as they undergo upgrades, program enhancements and invest in next-generation systems. We know our business thoroughly, and have successfully tailored it to meet client needs and emergency services.

Table 2 provides a comprehensive mapping of our relevant programs to the technical specifications. This demonstrates a deep practical application of experience to all areas of the EPA's key requirements.

**Table 1 - Past Performance Mapped to Technical Specifications**

<b>Knight Sky Past Performance meets EPA'S PWS Key Technical Specifications</b>							
<b>PWS Requirements</b>	<b>ARNORTH**</b>	<b>NOAA-OMAO**</b>	<b>DHS-FPS**</b>	<b>USDA-IFS**</b>	<b>USCG</b>	<b>HHS</b>	<b>FEMA</b>
Deliver (at least) 5Mbps x 2 Mbps	(b)(4)						
Internet Service							
VoIP Service							
Dedicated Bandwidth							
Concurrent Bandwidth							
Service availability 99.95%							
Multiple EOS							
Remote management							
Redundancy at NOC							
Help Desk Support							
Managed Transition							

## 5.2 Relevant Experience

Knight Sky has selected four of our past/current programs that demonstrate our ability to operate as a full systems support and satellite services provider. The selected programs are similar in mission application, scope, and complexity to the kinds of systems and services for which the EPA is seeking support under this contract.

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### 5.2.1 ARNORTH

US Army North (ARNORTH) United States Army North Network Services			
<b>Contract Number:</b>	GSA/DISA CS2-SB: GS000Q12NSD40002	<b>Purchase Order Number</b>	HS1013-15-F-0004 (CS2SB22)
<b>Contract Title:</b>	ARNORTH Network Services	<b>Contracting Agency:</b>	DITCO/ARNORTH
<b>Contract Type:</b>	Firm Fixed Price		
<b>Period of Performance Award Date:</b>	Awarded: 15 Nov 2014, with base PoP 15 Nov, 2014 – 14 Nov, 2015, and the 1 <sup>st</sup> Option was awarded with PoP 15 Nov 2015 – 3 Feb 2016	<b>Period of Performance Current/ Final Completion Date:</b>	4 Feb 2016 – 3 Feb 2017, with 1 possible 1-year option period remaining
<b>Initial Contract Price:</b>	\$1,936,366	<b>Current/Final Contract Price:</b>	\$4,401,120.70 (funded) / \$6,174,629
<b>Annual Contract Price:</b>	Approximately \$2,000,000 (varies per contract year and options awarded)	<b>Prime or Sub-Contractor?</b>	Prime Contractor
<b>Contact Information:</b>	Contracting Officer: Amanda Hund Email: <a href="mailto:amanda.hund.civ@mail.mil">amanda.hund.civ@mail.mil</a> Number: 618-229-9561  Administrative Contracting Officer: Latia Adams Email: <a href="mailto:latia.s.adams.civ@mail.mil">latia.s.adams.civ@mail.mil</a> Number: 301-225-2807  Program Manager: (b)(4) Email: (b)(4)@knight-sky.com Number: (b)(4)		

The ARNORTH Network Program is an excellent example of many of the solution types and services required for the EPA Satellite Support Program. The following information highlights the relevant experience that maps directly to requested tasks and requirements:

- **Managed VSAT and VoIP Service:** Knight Sky provides voice and data communications service to ARNORTH in the form of a fully managed Private Exchange VoIP Phone service

(b)(4)

- **Emergency Response Operations:** ARNORTH's primary mission is to be in a constant state

(b)(4)

- **Steady State Operations:** (b)(4)

(b)(4)

- **Direct Customer Support Operations:** (b)(4)

(b)(4)

- **Stand Alone Professional Support Services:** Knight Sky has provided satellite professional supports services during this contract, including satellite link performance analysis, system engineering analysis, and cyber security incident responses reporting and analysis.
- **Continuity of Operations (COOP):** Knight Sky has the capability to provide complete, customized engineering solutions to support COOP requirements. For Hurricane Patricia, we planned and deployed an alternative communications infrastructure within 24 hours to provide mission extension into Mexico. We took this proactive action in anticipation that this major event could seriously damage the communications infrastructure of Mexico.

(b)(4)

<b>CASE #1</b>	
<b>Problem</b>	(b)(4)
<b>Corrective Action</b>	
<b>Action Effect</b>	
<b>Lessons Learned</b>	
<b>CASE #2</b>	
<b>Problem</b>	(b)(4)
<b>Corrective Action</b>	
<b>Action Effect</b>	



	(b)(4)
Lessons Learned	
<b>CASE #3</b>	
Problem	(b)(4)
Corrective Action	
Action Effect	
Lessons Learned	
<b>CASE #4</b>	
Problem	(b)(4)
Corrective Action	
Action Effect	
Lessons Learned	

### 5.2.2 NOAA – OMAO

NOAA OFFICE OF MARINE AND AVIATION OPERATIONS (OMAO) Very Small Aperture Terminals (VSAT) Bandwidth and Support Services			
Contract Number:	EA 133M-14-CQ-0044	Purchase Order Number:	15 Task Orders awarded to date
Contract Title:	NOAA OMAO VSAT	Contracting Agency:	NOAA OMAO
Contract Type:	Firm Fixed Price, IDIQ		
Period of	December 2014 to December	Period of	December 2015, with

<b>Performance Award Date:</b>	2015, with three option years	<b>Performance Current/Final Completion Date:</b>	three option years
<b>Initial Contract Price:</b>	Initial IDIQ base contract was \$0, first Task Order (T-0001) awarded immediately was \$409,631.22.	<b>Current/Final Contract Price:</b>	\$4,154,006 (funded thru 1/7/15) / Final (TBD)
<b>Annual Contract Price:</b>	Approximately \$4,000,000 (varies with annual mission requirements)	<b>Prime or Sub-Contractor?</b>	Prime Contractor
<b>Contact Information:</b>	Contracting Officer: Christine Jeffries Email: <a href="mailto:christine.jeffries@noaa.gov">christine.jeffries@noaa.gov</a> Phone: 757-441-6894  Administrative Contracting Officer: Gene Nelson Email: <a href="mailto:gene.nelson@noaa.gov">gene.nelson@noaa.gov</a> Phone: 541-867-8764  Program Manager: (b)(4) Email: (b)(4)@knight-sky.com Phone: (b)(4)		

The NOAA Maritime Network Program is an excellent example of many of the solution types and services required for the EPA. The Following maps the services Knight Sky is currently delivering.

- **Interactive Services** - Knight Sky provides the ability to (b)(4)  
(b)(4)
- **Steady State Operations** - The overall network infrastructure is always available and is used to (b)(4)
- **Direct Customer Operations** - As described above, the mission is both steady state and (b)(4)
- **Stand-alone Satellite Professional Support Services** - Knight Sky effectively provides systems (b)(4)

(b)(4)

Since taking over as the Prime, Knight Sky has developed an excellent working relationship with the NOAA OMAO team. Some specific problems and their resolutions are described below:

<b>CASE #1</b>	
<b>Problem</b>	(b)(4)

Corrective Action	(b)(4)
Action Effect	
Lessons Learned	
<b>CASE #2</b>	
Problem	(b)(4)
Corrective Action	
Action Effect	
Lessons Learned	
<b>CASE #3</b>	
Problem	(b)(4)
Corrective Action	
Action Effect	
Lessons Learned	
<b>CASE #4</b>	
Problem	(b)(4)

	(b)(4)
Corrective Action	
Action Effect	
Lessons Learned	

**5.2.3 Federal Protective Service (FPS) - Satellite Data Service for MCVs**

<b>DHS Federal Protective Services Support MCV Satellite Data Services</b>			
<b>Contract Number:</b>	HSHQEH-12-A-00006	<b>Purchase Order Number:</b>	1 Always on per year and up to 20 surges allowed per year
<b>Contract Title:</b>	Satellite-Data Services on the Mobile Command Vehicles (MCVs) currently located in Washington, DC and across the Contiguous United States (CONUS)	<b>Contracting Agency:</b>	DHS FPS
<b>Contract Type:</b>	Firm Fixed Price, IDIQ		
<b>Period of Performance Award Date:</b>	September 2012 to September 2013, with 4 option years	<b>Period of Performance Current/Final Completion Date:</b>	September 2016, no remaining option years
<b>Initial Contract Price:</b>	Initial IDIQ base contract \$130,050.00.	<b>Current/Final Contract Price:</b>	\$650,250.00
<b>Annual Contract Price:</b>	Approximately \$100,000 (varies with annual mission requirements)	<b>Prime or Sub-Contractor?</b>	Prime Contractor
<b>Agency Contact Information:</b>	Contracting Officer: Bryan Haring Email: <a href="mailto:bryan.haring@hq.dhs.gov">bryan.haring@hq.dhs.gov</a> Phone: 215-521-2274  Administrative Contracting Officer: Marti Lewis Email: <a href="mailto:Marti.m.lewis@hq.dhs.gov">Marti.m.lewis@hq.dhs.gov</a>  Program Manager: (b)(4) Email: (b)(4)@knight-sky.com Phone: (b)(4)		

(b)(4)

Major Relevant components of this program Contract to the EPA Satellite Program include:

- 24/7/365 NOC and Help Desk support to include remote management
- 2-day transition of vehicle fleet from previous network operator
- Rapid response to dynamic network surge/scaling requirements during emergencies
- Multi-megabit Dedicated Satellite Network Speeds (2x1Mbps)
- VSAT based Public Internet and VoIP telephony services



(b)(4)

Knight Sky is a small business and consistently performs the vast majority of work on all of our awarded efforts. Though not a small-disadvantaged business concern, our work contributes to the small business set-aside goals of our customers. For the DHS FPS effort we have not utilized any subcontractors.

Since taking over as the Prime, Knight Sky has developed an excellent working relationship with the DHS FPS team. Some specific problems and their resolutions are described below:

<b>CASE #1</b>	
<b>Problem</b>	(b)(4)
<b>Corrective Action</b>	
<b>Action Effect</b>	
<b>Lessons Learned</b>	

**5.2.4 USDA-FS**

<b>USDA – Forest Service All Risk Incident Internet Satellite Project</b>			
<b>Contract Number:</b>	AG-9J61-B-15-5501	<b>Purchase Order Number</b>	N/A
<b>Contract Title:</b>	All Risk Incident Internet Satellite Project	<b>Contracting Agency:</b>	USDA
<b>Contract Type:</b>	Firm Fixed Price		
<b>Period of Performance Award Date:</b>	6/2015 – 5/2020	<b>Period of Performance Current/ Final Completion Date:</b>	6/2015 – 5/2020
<b>Initial Contract Price:</b>	Task order dependent	<b>Current/Final Contract Price:</b>	Task order dependent
<b>Annual Contract Price:</b>	Task order dependent	<b>Prime or Sub-Contractor?</b>	Prime Contractor
<b>Contact Information:</b>	Contracting Officer: Patrick J. Gallegos Email: pgallegos@fs.fed.us Number: 559-297-0706 ext. 4830  Program Manager: David Meadows Email: (b)(4)@knight-sky.com Number: (b)(4)		

In August 2015, the U.S. Department of Agriculture Forest Service (USDA-FS) awarded Knight Sky a contract for Incident Response Satellite Services. This contract provides emergency and surge satellite communications to any government agency seeking rapid response broadband satellite communications services anywhere in the U.S. Under this contract vehicle, Knight Sky provides a comprehensive solution

(b)(4)

(b)(4)

(b)(4)

(b)(4)

<b>CASE #1</b>	
<b>Problem</b>	(b)(4)
<b>Corrective Action</b>	
<b>Action Effect</b>	
<b>Lessons Learned</b>	